

Custodial, Labor and Trades Branch
Equipment Operator Group
Coach Operator Series

PARATRANSIT COACH OPERATOR

03/95

Summary

Under general supervision, on assigned shift, operate specially equipped passenger coach to transport Americans With Disabilities Act (ADA) paratransit eligible persons over prescribed regular or point-to-point demand response routes to meet preset schedules.

Typical Duties

Inspect coach, wheel chair lift, fare box and other equipment for safe operating condition, fuel and cleanliness at beginning and end of shift. Involves: starting motor, activating mechanical, hydraulic, pneumatic, electrical and electronic devices, reading gauges, and testing two-way radio or mobile telephone; checking vehicle body, tires, doors and windows; adjusting controls for optimum coach and equipment performance; requesting repair of damage, defects for malfunctions, and allied services.

Operate coach through City traffic along designated routes with care to avoid unduly jostling paratransit passengers being transported between predetermined destinations within specified time limits. Involves: obtaining and placing route assignments, schedules and driver log sheets in vehicle prior to beginning shift; helping physically and mentally challenged and frail elderly persons, their attendants and guide animals to board and descend from vehicle, and to move into and out of seats; loading and unloading regular and motorized wheel cars and scooters onto and operating lift as necessary; securing passengers safety belts, and immobilizing and tying down their apparatus before setting vehicle in motion; verifying fares deposits, punching fare cards and checking passenger passes; calling dispatching center to report road hazards, traffic accidents, passenger injury or difficulty, vehicle or equipment problems and service complaints, and to request instructions.

Perform related duties as required. Involves: answering passenger questions regarding routes, schedules, fares and accommodations; informing supervisor or relief drivers of status of unusual incidents; describing accidents and complaints when completing required reports and testifying in court, if necessary; accurately posting figures such as passenger tallies, trip times, and mileage and fare totals; suggesting improvements to solve service problems.

Minimum Qualifications

Training and Experience: Graduation from High School or equivalent, plus one year of passenger or customer service work, which regularly and customarily involved both operating a motor vehicle through City traffic and responsible direct business dealings with the public; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of: mechanics and procedures of paratransit passenger coach, related equipment and two-way radio or mobile telephone operations; local traffic laws; hazards and safety precautions of the trade. Some knowledge of: paratransit service rules and regulations; City geography and road conditions.

Ability to: follow oral and written instructions; detect and report equipment malfunctions; adhere to prescribed routes and schedules; tactfully and courteously furnish information about paratransit services; understand and respond with sensitivity to the transportation needs and physical and mental conditions of ADA paratransit services eligible persons; establish and maintain effective working relationships with fellow employees and the general public; clearly and concisely communicate facts of accidents and complaints both orally and in writing; perform elementary arithmetic to keep daily coach operation records.

Skill in: safe operation and care of customized paratransit passenger coaches and equipment; two-way radios or mobile telephones.

Licenses and Certificates: Texas Commercial Driver License (CDL) with passenger endorsement by completion of training.

Physical Effort and Work Environment: May occasionally involve: heavy exertion to help lift and move passengers into and out of coach; bending and reaching to fasten safety belts and tie downs; pushing or pulling self-propelled wheel chairs or scooters (up to 500 pounds) in non-motorized mode, intermittent exposure to outdoor temperatures and weather conditions.

Special Requirements: Be 21 years of age at time of appointment. Pass background investigation and biennial physical examination including drug screening. No Driving While Intoxicated (DWI) or Driving Under the Influence (DUI) conviction in the past 5 years and no more than 2 moving violations in past 3 years. Successfully complete all El Paso Transit Coach Operator Training Program sessions. Work split, rotating or other than standard day shifts, and mandatory overtime, including evenings, weekends, and holidays. Positions assigned duties which require a Commercial Drivers' License (CDL) to operate vehicles on public thoroughfares, [or positions of a safety sensitive nature in Mass Transit] are subject to federal drug and alcohol testing regulations, which include preemployment, post-accident, reasonable suspicion, random, return to duty and follow-up testing..

Director of Personnel

Department Head

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